

Leeward Disability Services Office - Student Handbook

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Accommodation Approval and Use

This handbook is a comprehensive document, and may include some accommodations which you are not currently approved to use. In order to use an accommodation, students must first be approved by their Disability Specialist. Leeward's Disability Services Office is the only approved entity to verify a disability and determine an accommodation.

Please contact your Disability Specialist if you plan on transferring campuses or taking classes at multiple campuses. Your Disability Specialist can assist in the transition and connect you with the campus point-of-contact.

If your needs or circumstances change, you can communicate with your Disability Specialist to explore adjustments to your approved accommodations.

Notice of Operational Changes

Any changes or adjustments to Leeward Disability Services Office operations or procedures will be communicated to you in a variety of ways. Some methods of communication may include:

- Direct communication from your Disability Specialist (by email or phone)
- Leeward Disability Services Office Website updates
- Signage posted on entrance to LC 213 (our physical office).

Confidentiality and Release of Information

- We view all materials pertaining to a student's disability as confidential. All disability-related information for students at Leeward Community College is housed in Disability Services. Only staff persons working at Disability Services have access to these files. Registration with the Leeward Disability Services Office (LeeDSO) will not appear on transcripts.
- The Family Educational Rights and Privacy Act of 1974 (FERPA) and the Americans with Disabilities Act (ADA) do not allow faculty or others access to disability-related information (e.g. diagnosis, medications).
- We will not share a student's medical information with university faculty or staff without the student's consent. Disability Services will confirm registration and approved accommodations on a need-to-know basis.
- We will not disclose any student's medical or registration information to an employer or other outside organization without the student's permission.
- We will retain all disability documentation for three years after students leave the university.

When to Access Leeward Disability Services

- Students may voluntarily initiate contact with the Disability Services Office at any time during the semester.
- We recommend students to notify the DSO as early as possible to ensure that the institution has enough time to review their request and provide an appropriate academic adjustment.
- Some academic adjustments, such as interpreters, may take time to arrange.
- In addition, students should not wait until after completing a course or activity or receiving a poor grade to request services and then expect the grade to be changed or to be able to retake the course as Accommodations are not retroactive.

How to Access Leeward Disability Services

In order to evaluate all requests for classroom accommodations and services, our Disability Specialists will need information about how your disability is likely to impact your learning at Leeward Community College.

- Any disability information or documentation that students can readily share during or prior to their first meeting is helpful and can save the need for follow-up meetings with our Disability Specialists.
- If you have information or documentation, you will be provided an opportunity to upload it with your self-identification form.
- We recognize that barriers exist and can create hardship for students with regard to having and presenting third party disability documentation.
- Please don't delay submitting the self-identification form because you are concerned you don't have the appropriate paperwork.

Visit us ONLINE at <http://www.leeward.hawaii.edu/dso>

STEPS TO APPLY

1. Open our "[Program Online Services.](#)"
2. Click on "Get Started Here."
3. Log in with your UH Username and password.
4. You'll be asked a few questions about yourself.
5. Complete the online form and hit "Submit."
6. After you submit the form, you'll receive instructions via email to call our office and set up an intake appointment.

7.

Documentation

- Every postsecondary school may set its own requirements for documentation so long as they are reasonable and comply with Section 504 and Title II.
- A student must provide documentation, upon request, that he or she has an impairment that substantially limits a major life activity and that supports the need for an academic adjustment.
- A high school IEP or Section 504 plan may help to identify educational accommodations that have *previously* been beneficial. However, this is generally not enough documentation to establish the connection between the nature of the student's disability and the need for classroom accommodation in order to provide equal access to opportunity.
- The documentation should identify how a student's ability to function is limited as a result of her or his disability.
 - The primary purpose of the documentation is to establish a disability in order to help the institution work interactively with the student to identify appropriate services.
 - The focus should be on whether the information adequately documents the existence of a current disability and need for an academic adjustment.
 - How the disability affects your academic performance
- The U.S. Department of Education provides examples of some documentation that may be necessary from a medical doctor, psychologist, or other qualified diagnostician. They include:
 - A diagnosis of your current disability
 - The date of the diagnosis
 - How the diagnosis was reached
 - The credentials of the professional
 - How your disability affects a major life activity (as in Section 504's definition of disability)

How to Request Accommodations (Continuing Students)

1. **Review your syllabi at the beginning of the semester.** Look at the requirements of each of your classes and consider your disability-related needs. Some accommodations may not be necessary for every class.

2. **Login to our online portal at <http://www.leeward.hawaii.edu/dso> to generate your Accommodation Letters.** Your instructors will receive your letters via email once you approve the accommodations for each course. Remember, accommodations are not retroactive, so be sure to generate your letters as early in the semester as possible.
3. **Contact your instructors.** In this conversation, you do not need to disclose the specific nature of your disability, however, this is your opportunity to communicate the details of any specialized arrangements.
4. **Keep in touch.** Communicate with your instructors throughout the semester. If you have any questions or run into any issues in this process, contact your Disability Specialist.

Letter of Accommodation (LOA)

- A Letter of Accommodation provides your instructors with an email introduction to your approved accommodations. It does NOT indicate your disability.
- After evaluating course requirements/design, you can customize your letters to only include the accommodations relevant to each of your classes.

Priority Registration

Students registered with Leeward DSO (and have earned less than 36 credits) receive priority registration. This means you may register for classes before general registration. This does not apply to registration during incoming/transfer orientation.

When scheduling your courses, please consider the following guidelines:

- Meet with your academic advisor **before** your window opens.
- Research available course offerings in advance so you are prepared once the window opens.
- Consider your disability-related needs and issues when scheduling.
- Your Disability Specialist is not an academic advisor, but can assist you in balancing your course load to better address your disability needs.

Exam Accommodations

****All proctored tests must be completed by closing time.**

****A photo ID is required for testing.**

Exam accommodations may include, but are not limited to:

- Extended time
- Distraction reduced space
- Computer for word processing
- Assistive technology
- Accessible formats (e.g. Braille, Microsoft Word, enlarged print)

- Reader or scribe
- Access to breaks

Options for Taking Exams

1. Take your exams without accommodations.

- *This is the default option that requires no action on your part.*

2. Take your exams with accommodations that are arranged by the instructor.

- *Discuss arrangements with the instructor.*
- *For extended time in Lulima quizzes/exams, your instructor is responsible for adjusting your time allotted and availability window in Lulima.*

3. Schedule to take your exams at Leeward DSO.

- *Call Leeward DSO @ (808) 455-0421 to schedule your exam.*
- *Email leedso@hawaii.edu to request an exam seat (your reservation is in place once we confirm availability with you by email or phone call).*
- *Schedule your exams at least 72 hours prior to your exam date.*
- *We will be sure to have your exam materials available and RESERVE a seat for you.*
- *Final Examinations occurring during Finals Week must be scheduled one week prior.*

The Day of Your Exam (if at DSO)

- Bring your own personal exam materials (e.g., pencil, calculator).
- Show your photo ID to DSO staff when checking in to take an exam. UH Student ID and driver's licenses are acceptable.
- You must sign an Academic Integrity Agreement before every single quiz/midterm/final that is taken with our office.
- The DSO Staff member will retrieve your exam from our files and review faculty instructions (e.g. authorized materials) as well as your allotted time.
 - If you have concerns about these instructions or your time allotted, voice them now. The staff member will look into your concern.
- A DSO staff member will request to see your cell phone turned on silent and observe you placing it in your backpack.

- Place all other unauthorized materials (e.g. cell phone, notes, book bags, hats, mp3 players, cell phones) in your book bag and place it on the shelf behind our front desk.
- DSO staff monitors all exams via a closed-circuit video recording system or via an exam proctor. Proctors may inspect the exam environment to ensure academic integrity. If you are observed utilizing any unauthorized resource during an exam, our staff will bring this to your attention and will report our observations to the Course Instructor.
- You are expected to stay within the testing area until your exam is complete. If you need a restroom break, please notify a staff member.

Late Arrivals, No Shows, Rescheduling and Cancellations

By using exam accommodations, you are expected to:

- Show up on time for your exams. If you arrive late for your exam, you must either use the remaining time or contact the instructor for authorization to reschedule. There is no guarantee that the instructor will permit a makeup exam. Contact your Disability Specialist if a makeup exam is needed for a disability-related reason.
- Confirm application of your extended time for online exams prior to beginning the exam. Contact your Disability Specialist if you are having difficulty communicating with your instructor about applying your extended time.
- Cancel your exam appointment if, for any reason, you have decided not to take your exam at the Disability Services Office.

Policies Regarding Academic Misconduct

- All testing spaces are monitored via a closed-circuit camera. Exam video content is stored on a secured, on-site digital recording device that is maintained exclusively by Disability Services staff.
- You are NOT permitted to touch/move the cameras that are located in the test seating area.
- A staff member may come into any testing location at any time to perform a random integrity check.
- Any suspected evidence of cheating will be documented by DSO Staff and reported to the appropriate Course Instructor. Any unauthorized notes and any scrap paper used during the exam will be copied and returned with the exam to the instructor, along with any video evidence.

Test Assistants

- If you require assistance in order to complete your exam, you must request the appropriate *test assistant* by the scheduling deadline for the exam.

- If you originally scheduled a test assistant but decide at a later date that you do not need one, please let us know so that we can cancel the request.

Expectations for Readers

- Readers can be asked to repeat information, so do not hesitate to ask.
- Readers will only read what is on the printed page and **cannot** be asked to interpret, define, explain or reword questions.
- Readers need feedback from you to be effective. Let your reader know what reading tone, rate, etc. works best for you.

Expectations for Scribes

- Scribes will write down verbatim what you have dictated. The scribe is **not** responsible for organizing or paraphrasing your thoughts into a final draft.
- Scribes are responsible for general spelling and sentence ending punctuation. You are responsible for directing the scribe for any spelling of specific class related terminology or punctuation within sentences.
- At any time, you will have the opportunity to review what the scribe has written either by reading or having it read to you.
- If there are corrections, you will direct the scribe to make them.

Note Taking Support

The notetaking support accommodation addresses disability barriers related to capturing real-time lecture or other course content.

Access to Lecture Slides in Advance

- Communicate with your instructor early to plan the best way for you to receive the slides in advance.
- Talk with your Disability Specialist if you are interested in learning more about how to maximize the use of slides in preparation for taking notes in class.

Use of Note Taking Technology/Apps

- Leeward DSO may provide you with access to note taking software. You may record class meetings using the software technology to support your note taking process and to review materials at your own pace.
- These audio recordings are approved for your personal academic use only (to prepare for class work and exams). You are expected to delete all audio recordings at the end of the semester. You do not have permission to share the audio recordings with others..

- Audio recordings of course content may be considered intellectual property of the instructor and are subject to the Code of Student Conduct.

Flexibility in Attendance

Flexibility in attendance is defined as ***occasional exceptions to absentee/tardiness policies when educationally feasible.***

Federal law requires colleges and universities to consider reasonable modification of attendance policies, if required, to accommodate a student's disability.

Leeward Disability Services Office has developed guidelines to navigate this matter. View our guidelines and the agreement form here: [Flexible Attendance_Guidelines & Agreement](#)

Accessible Media

Alternate Text

Course reading materials can be **obtained in alternate formats** for students with print disabilities.

- DSO will secure required textbooks that are available in alternate format; additional course materials (e.g. recommended texts) may be obtained upon request.
- Students must provide proof of ownership before we can release Alternate Text formats.
- If you have questions about alternate text formats, please reach out to your Disability Specialist.

Proof of Ownership

Before we can release alternate format text materials to you, we are legally required to verify that you have a copy of the text due to copyright laws. In order to show proof of ownership, you may:

- Bring in a copy of the textbook.
- Bring an itemized receipt showing the purchase of the textbook.
- Forward a purchase confirmation email from Amazon, Barnes and Noble, etc.
- Take a picture of the front of the book if you purchased it secondhand.

**Please keep in mind that sometimes the only way we can access a book electronically is through the publisher, and in those cases, publishers require submission of an itemized receipt.*

Video Accessibility

Audio Description

- Audio description is a narration service that describes images in videos for individuals who are blind/low vision. With this accommodation, you may request audio description

for class materials in a video format.

- These materials may include in-class videos, videos uploaded to Lualima, and out of class required video/movie screenings.
- Audio description may include an assistant in class, an assistant for out-of-class viewing and/or written transcripts.
- The type of accommodation will be determined based on the class, video, and student need.

Closed Captioning

- Video captioning and subtitling are available for students who are D/deaf or hard of hearing. It is the process of displaying text on a video presentation for additional and/or interpretive information.
- While every effort is made to proactively collaborate with instructors regarding captioning, sometimes files or videos are missed. Please notify your Disability Specialist if additional items need to be captioned.
- If you have any questions about captioning, reach out to your Disability Specialist (leedso@hawaii.edu).

Assistive Technology

Disability Services staff are available to you for consultation and training on various assistive technologies to support you in your academics. These technologies include:

- Text-to-Speech software, that utilizes computer-generated voice
- Voice Recognition Software (e.g. **Dragon Naturally Speaking, Windows Speech Recognition**)
- Screen reader software (e.g. **JAWS**)
- Screen enlargement software (e.g. **ZoomText**)
- All standard internet browsers: **Internet Explorer, Mozilla Firefox, Google Chrome**
- CCTV text magnification systems
- Flatbed scanners

Core assistive-technologies JAWS, and ZoomText are available in many locations at Leeward Community College.

If you need training in the use of the assistive technology located on campus, please contact Leeward Disability Services at (808) 455-0421 or leedso@hawaii.edu for an appointment.

American Sign Language Interpreting

Disability Services coordinates interpreting services for registered students who are D/deaf or hard of hearing and require Interpreting services in order to access course communication.

ASL Interpreting Policies and Reminders

- Notify your interpreter when you will be late or absent. Without notification, interpreters will wait 20 minutes before leaving an assignment.
- Communicate with the Lead Interpreter promptly about any problems with communication access or any special requests.
- Communicate with the ASL Interpreter using hawaii.edu email account.
- Interpreting will occur only when the student is present.
- Interpreters will not provide transportation for students.

Lab Assistants

Lab Assistants are DSO employees who assist with mechanical/dexterity tasks that prove inaccessible to the student with a disability.

Lab Assistants will:

- Receive instruction, if needed, regarding your disability-related needs from you and/or your assigned Disability Specialist.
- Perform only those tasks directed by you. They will NOT prompt or guide you in performing a lab task unless the task is dangerous. You are responsible for all information about actual lab processes and procedures.
- Inform our office if they are ill or otherwise unable to attend a session. We will coordinate a substitute lab assistant to take their place.

Absences and Troubleshooting

- Contact your assistant immediately if you cannot attend a lab session.
- If you fail to show up twice for a lab and do not inform the assistant ahead of time, the assistant is authorized to discontinue assistance. To reinstate services, you must meet with your assigned Disability Specialist.

Course Substitutions

- We support petitions for course substitutions in cases of foreign language, quantitative or other non-major specific course requirements as a reasonable accommodation **if** disability documentation supports the petition **and** if the course(s) in consideration is (are) not essential to your major.
- There must be evidence in the documentation that the disability has a significant impact on the learning of the coursework in question.
- Each request is considered on a case-by-case basis.
- Students should submit all petition materials to their academic advisor.
- The college – **not** the Disability Services Office – reviews all curriculum modifications. Although the Disability Specialist may provide a letter and assist with the application process, the decision ultimately rests with the college or academic department of the student's field of study.
- Substitutions are not automatically supported for persons who may have had substitutions or waivers of a course requirement from other institutions.
- If you anticipate needing a substitution, you should begin the process at least a full semester prior to the semester you desire to take the course substitution(s).
- You are still responsible for fulfilling the credit hours for the course.
- If the substitution is approved, you will be required to take an equivalent class determined by your academic advisor.

Emergency Procedures

In order to ensure your safety, develop an emergency plan or a strategy **in advance**.

How you respond to an emergency depends on:

- the type of emergency
- your specific disability
- the location of your classes
- where you work or live on campus

Students with Mobility Impairments

Elevators provide access for students with mobility impairments to classrooms throughout campus. However, during an emergency such as a fire or heavy rain and flooding, elevators can be very dangerous and often cease working. Furthermore, elevators have been known to break down at times leaving people with mobility impairments stranded on upper floors.

As a result, it is unlikely that you will be able to evacuate without the assistance of others. The following steps can help to ensure your safety in an emergency:

1. Make a plan

For every building in which you have class, work or frequent on campus, locate an area or refuge, which could include a stairway or an adjacent classroom/room with a fire rated door and walls, where you will await rescue during a fire.

2. Inform others of your plan

In most instances, this should be the instructor of your class. Let him or her know the location (i.e., classroom in the Diamond Head corner of this floor) you have selected to await rescue personnel in the case of an emergency.

Students with Visual Impairments

As a student with a visual impairment, you should develop a plan of action for emergency situations as well. An ideal time to develop this plan is at the start of each semester as you work with a mobility orientation specialist to locate your classrooms.

Students with Seizure Disorders

If you have a seizure disorder that is not controlled by medication and have seizures often, it is wise to alert your instructor to your condition and how you wish for them to respond. Let them know what to expect if you were to have a seizure during class and under what circumstances it would be necessary to call for an ambulance. Important

Note:

For any emergency and for students with any type of disability, the first step is to contact 911. When reporting the emergency, it is important to indicate your specific evacuation needs (e.g., you use a wheelchair or have breathing or stamina difficulties).

Disability Services Grievance Procedure

The University and The Leeward Disability Services Office support you in your right to file a grievance when you believe you have been denied equal access in the form of appropriate accommodations, modifications, auxiliary aids or effective communication or suffered discriminatory harassment as described in Section 504 of the Rehabilitation Act of 1973 or The Americans with Disabilities Act (ADA) of 1990.

The general grievance procedures, which apply to all students, are available to students with disabilities. The grievance procedures listed below are additional procedures that apply to students with disabilities who feel their rights have been violated under 504 and ADA.

Step 1 - Informal Resolution with Disability Services Staff

Students are encouraged to discuss their concerns with their Leeward Disability Specialist. This is the quickest method for resolving issues. The Leeward CC Disability Specialist will make an inquiry into the student's concern and help to facilitate an informal resolution of the issue.

Please contact:

Kris Hernandez
Coordinator/Disability Specialist
khernand@hawaii.edu
(808) 455-0421

Allan Nebrija
Disability Specialist
anebrija@hawaii.edu
(808) 455-0405

Step 2 - Informal Resolution with ADA/504 Coordinator for Students

If the student concern cannot be resolved at Step 1, the student may contact the ADA/504 Coordinator for Students or designee for further assistance. ADA/504 Coordinator for Students will meet with the student to discuss the concern, and consult with the Disability Services Office regarding its efforts to resolve the issue. The ADA/504 Coordinator for Students will conduct further inquiry into the matter as necessary and work to achieve a resolution that is satisfactory to the student.

Please contact:

Leanne Riseley, ADA/504 Coordinator for Students
Leeward CC, LC 301B
808-455-0440
leedoas@hawaii.edu

Step 3 - Formal Grievance Process

If the student's concern cannot be resolved informally, the student may submit a formal grievance in writing to the Vice Chancellor for Academic Affairs (VCAA):

Keala Chock, Vice Chancellor for Academic Affairs/Chief Academic Officer
Leeward Community College, AD 109
808-455-0453
leevcaao@hawaii.edu

Formal grievances must be submitted within 6 months of the event that is the subject of the grievance. The VCAA may accept, in his or her own discretion, a grievance beyond the 6-month limit for good cause shown. If for any reason the student cannot submit the formal grievance in writing, the VCAA (or designee) will assist the student in submitting the formal grievance. The formal grievance must include, at a minimum, the following information:

- The student's name, address, e-mail address and phone number
- The names of individuals, departments and/or programs involved
- A detailed description of the student's concern regarding the provision of disability services, such as:

- Disagreements regarding a requested service, accommodation, or modification of a Leeward CC practice or requirement
- Inaccessibility of a program or activity due to disability
- Harassment or discrimination on the basis of disability
- Violation of privacy in the context of disability
- A statement of the student's preferred resolution

Upon receipt of the formal grievance, the VCAA (or designee) will begin a formal investigation into the facts and circumstances of the student's grievance. The VCAA (or designee) will interview the student, the ADA/504 Coordinator, Disability Specialists, and other relevant fact witnesses. The VCAA (or designee) will review all relevant documentation, including any documentation submitted by the student. The VCAA (or designee) will seek to complete the formal investigation within 60 days of receipt.

Upon completion of the formal investigation, the VCAA (or designee) will render a final decision on behalf of Leeward CC regarding the merits of the student's formal grievance. If the student's grievance is determined to have merit, the VCAA shall implement corrective measures to resolve the grievance in a fair and equitable manner on behalf of the student, taking into consideration the student's preferred resolution. If the student's grievance is determined to lack merit, the student will be informed of the decision and the matter will be closed.

Alternatively, the following entities will take complaints at any time and will investigate when appropriate:

The Hawaii Disability Rights Center
<https://www.hawaiidisabilityrights.org/overview-of-hdrc-services/>

Department of Education, Office for Civil Rights
<http://www2.ed.gov/about/offices/list/ocr/complaintintro.html>

Hawaii Civil Rights Commission.
<https://labor.hawaii.gov/hcrc/contact/>

Student Conduct Code

The same general expectations of behavior apply to all students, including those with disabilities. Students registered with Disability Services must adhere to the policies and guidelines stated in the UH Code of Student Conduct.

In order to best serve our students, Disability Services Office staff expect all visitors to behave in a courteous and appropriate manner. This allows for the orderly provision of services for all students.

Disruptive and disorderly conduct or failure to comply with the guidelines in the university's Code of Student Conduct may result in action taken by Campus Security and, when appropriate, the Honolulu Police Department.

The following are examples of the types of behavior that conflict with the community standards that UH values and expects of students. Engaging in, or attempting to engage in any of these behaviors subjects a student to the disciplinary process and sanctions on each campus.

- Acts of dishonesty, Cheating, plagiarism, or other forms of academic dishonesty.
- Disruption or obstruction of teaching, this includes creating a disturbance sufficient to disrupt the normal functioning of campus activities including classroom instruction.
- Any conduct that threatens or endangers the health or safety of any person..
- Sex discrimination and/or gender-based violence.
- Attempted or actual theft of UH property or the personal property of another individual or entity, including goods, services and other valuables
- Use, possession, manufacturing, or distribution, or other unauthorized use of controlled substances
- Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on UH premises or use of any such item, even if legally possessed, in a manner that harms, threatens or causes fear to others.
- Theft or other abuse of computer and other electronic facilities and resources,

View the [UH Student Conduct Code](#) in its entirety.